

Sheltered Housing Tenant Survey 1, Summary 2024

From April 2023, the Regulator of Social Housing introduced 22 Tenant Satisfaction Measures, covering 5 themes. 10 of these are measured by the Trust directly and 12 are measured by the responses received in Tenant Survey 1.

Comments made in previous annual surveys regarding the number of questions asked, led to the decision to separate the annual tenant survey into 2 separate surveys; Tenant Survey 1 to be issued in Spring and Tenant Survey 2 in the autumn. Survey 1 focuses on the required Tenant Satisfaction Measures questions and the Survey 2 focuses on tenant experience, staffing and living in Balkerne Gardens.

This survey asks the required questions regarding overall satisfaction, keeping properties in good repair and building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management. As the Trust has fewer than 1,000 homes a 'census' survey approach was used and weighting was not applied when using the required methodology to calculate the tenant perception measure.

The Trust wants to hear tenants' views as part of its continuous improvement cycle. At the time of issue in May, there were 78 tenants currently residing in sheltered housing, of which 20 were married couples. 68 paper copies of the survey were delivered directly to the tenants by hand, by the member of the support staff on duty. The Trust views tenant feedback as crucial to gain a better understanding of tenant concerns or issues and for any suggestions for improvements.

In total, 42 responses were received giving a 61.7% response rate, compared with 45.3% for Tenant Survey 1 in April 2023.

Review of Actions from the 2023 survey

	Action to be taken	Completion date	Completed by
1	Add tenant survey to Tenant Meeting agenda – discuss return rate, format, responses	September 2023	JJ/ML
2	To discuss repair satisfaction forms at Tenants Meetings, and to determine reasons for drop in satisfaction levels	September 2023	JJ/ML
3	To ensure that the Trusts complaints process is a standard agenda item for Tenant Meetings	Ongoing	JJ/ML
4	To ensure that discrimination remains a standard agenda item for Tenant Meetings.	Ongoing	JJ/ML
5	Liaise with councillors regarding visiting site	September 2023	JJ/ML
6	Explore parking permit options for tenants	September 2023	JJ/ML
7	Explore comment regarding 'outdoor activities' at the next Tenant Meeting.	September 2023	JJ/ML
8	Ask maintenance team to look into water pressure issues	September 2023	JJ/ML

Tenant Survey 1 consisted of the 14 questions required to meet the Tenant Satisfaction Measures, of which, 11 questions used a rating from 'very satisfied' to 'very dissatisfied', 2 required a 'yes' or 'no' answer, 1 used a rating from 'strongly agree' to 'strongly disagree'. The survey also included 4 Trust questions, asking if tenants had experienced or witnessed discrimination and if so, on what grounds, how long they have lived in Balkerne Gardens, and if they valued having a support worker on duty 24/7. Respondents were also invited to tell us of one thing they would change about Balkerne Gardens if they could, and for any other comments.

Of the tenants who returned Survey 1:

- 14.3% have lived in Balkerne Gardens for less than 1 year
- 14.3% for 1-2 years
- 40.5% for 3-5 years
- 16.7% for 6-10 years
- 9.5% for 11-15 years
- 4.7% for more than 15 years

Overall Satisfaction

100% of respondents were 'very satisfied' or 'fairly satisfied' with the service provided by the Trust, compared with 94% in 2023.

***Trust response:** We are pleased that all respondents are satisfied with the service provided by the Trust.*

Keeping properties in good repair and building safety

91.6% of respondents were 'very satisfied' or 'fairly satisfied' with the overall repairs service provided by the Trust compared with 55.9% in 2023.

91.6% of respondents were 'very satisfied' or 'fairly satisfied' with the time taken to complete the most recent repair after reporting it, compared with 47% in 2023.

94.8% of respondents were 'very satisfied' or 'fairly satisfied' that the Trust provides a home that is well maintained compared with 91.1% in 2023.

95.1% of respondents were 'very satisfied' or 'fairly satisfied' that the Trust provides a home that is safe, compared with 88.2% in 2023.

***Trust response:** This is a significant increase in tenants reporting that they are very or fairly satisfied with overall satisfaction with repairs completed by the Trust and the time taken to complete the repair. In September 2023, an additional member of the maintenance team was recruited which was expected to improve tenant experience. While these scores are positive, SLT (Senior Leadership Team) is keen to understand why the return rate for repair feedback form remains low as this would provide further insight to help the Trust to make improvements. The Trust is also pleased that a high percentage of respondents are satisfied that their home is well maintained and is safe.*

***Action:** To improve the return rate of the repair feedback form from tenants, to inform the Trust how it can improve its service.*

Respectful and helpful engagement

100% of respondents were 'very satisfied' or 'fairly satisfied' that the Trust listens to their views and acts on them, compared with 85.3% in 2023.

88% of respondents were 'very satisfied' or 'fairly satisfied' that the Trust keeps them informed on things that matter to them, compared to 85.3% in 2023.

100% of respondents 'strongly agreed or 'agreed' that the Trust treats them fairly and with respect, compared to 91.1% in 2023.

Trust Response: *We are pleased that all respondents feel their views are listened to and acted upon, and that they feel they are treated fairly and with respect. The Trust has continued to promote and engage in a variety of ways for tenants to feedback to the Trust, as this is useful for the Trust to understand what is important, of concern or enjoyed by the tenants.*

Effective handling of complaints

100% of respondents were 'very satisfied' or 'fairly satisfied' with the Trusts approach to handling complaints compared with 2.9% in 2023.

Trust response: *The Trust welcomes complaints to help the Trust continuously improve, and values understanding tenant experience and satisfaction. We have continued to raise awareness of the Trusts complaints procedure at tenants' meetings throughout the year. The complaints procedure will be updated to reflect the changes required by the Housing Ombudsman and this will then be distributed to all tenants.*

Action: *To ensure that the Trust complaints policy and process is updated and distributed to all tenants, and that Complaints remains a standard agenda item at the Tenant Quarterly Meetings.*

Responsible Neighbourhood Management

97.6% of respondents were 'very satisfied' or 'fairly satisfied' that the Trust keeps communal areas clean and well maintained compared to 97.1% in 2023.

89.2% of respondents were 'very satisfied' or 'fairly satisfied' that the Trust makes a positive contribution to the neighbourhood, compared with 64.7% in 2023.

92.5% of respondents were 'very satisfied' or 'fairly satisfied' with the Trust's approach to handling anti-social behaviour, compared with 55.9% in 2023.

57.1% of respondents reported that they had not experienced or witnessed discrimination and 42.9% skipped this question, whereas in 2023 79.5% of respondents reported that they had not experienced or witnessed discrimination and 17.6% skipped this question. Subsequently, 100% of respondents selected N/A or skipped the question regarding the grounds on which they had experienced or witnessed discrimination.

100% of respondents reported valuing the 24/7 support worker on duty.

Trust response: *It is gratifying to see that a high percentage of respondents are satisfied with the cleanliness and maintenance of the communal areas, and that more respondents feel that the Trust makes a positive contribution to the neighbourhood (although comments suggest that this question is open to interpretation).*

The Trusts approach to anti-social behaviour is that it will not be tolerated, and action will be taken against anyone who behaves in a manner that constitutes anti-social behaviour. The Trust encourages and supports the reporting of anti-social behaviour both internally and to external authorities/organisations. Discrimination and anti-social behaviour are now a standard agenda item at Tenant Quarterly meetings to remind tenants that if they have any concerns regarding discrimination, they should speak to the Sheltered Housing staff or the Senior Leadership Team immediately so that appropriate actions can be taken. SLT continues to be reassured that a high proportion of respondents have not witnessed or experienced discrimination,

Action: *To ensure that discrimination and anti-social behaviour remain standard agenda items for Tenant Quarterly Meetings throughout the year.*

Tenants were provided with the opportunity to leave comments on the question:

If there was one thing you could change about Balkerne Gardens, what would it be, and are there any other comments you would like to make?

28.5% of respondents answered the question regarding 'one thing you would change about Balkerne Gardens' (67.6% in 2023), 71.5% of respondents skipped this question (32.4% in 2023). For the 'Any other comments you would like to make' section, 42.8% responded (58.8% in 2023) and 57.2% skipped this question. The comments received were varied.

'I am still very happy and grateful to be living at Balkerne Gardens.'

'I would like it pointing out to some tenants that the laundry serves a lot of us and using 2 machines at once is not acceptable when there are only three and putting the driers on for 2 hours plus is not necessary, and also some are not cleaning the fluff trays out.'

'The activities, entertainment and organised socialising are very good and well publicised.'

'A very big thank you. I used the frier 6 times between Oct-Mar, not before 6:30 pm.'

I appreciate the way the staff are always friendly and helpful.'

'Bigger lounge.'

'I am very happy here. Thank you, all staff.'

'We are very happy.'

'Very happy to be living here'

'Just Thank you for all you do.'

'Perhaps increased communication on some occasions.'

'I would like to say the support staff are over and above helpful, friendly, and efficient, nothing is too much trouble for them. They are very much appreciated.'

'I would like to thank all the staff for their care and consideration at all times.'

'Parking.'

'A very happy place to live.'

'More 'community' gatherings of residents in the lounge with activity sessions (Bingo).'

'Return of holidays with back up of support staff.'

'Parking space, but I realise this is not really possible.'

'The commitment and kindness of the staff is amazing.'

'Parking for visitors.'

'I have always found the staff here very helpful, friendly, and polite. I like them all.'

'Restaurant?'

'Keep up the good work.'

'The opportunity to change flats, once only and with a valid reason.'

'Our support workers area blessing. Thank you!'

'Am very happy being here.'

'Change the evening locking up to a time so people can come back at 10:30 pm and not have to open gates and safety doors.'

'A communal space with an ironing board.'

Trust response: As in all surveys, we received a variety of comments. It is heartwarming to read the positive comments made, especially regarding the support staff as it has been made clear that the team is greatly valued by the tenants. Some of the comments/issues noted are understandable but they are not possible for the Trust to resolve.

Action: SLT and Sheltered Housing Manager to review comments and identify any actionable suggestions.

Conclusion

It is encouraging that there has been an increase in the number of surveys returned compared to 2023, but the Trust would like more tenants to participate as this feedback aids the Trust's intention to continuously improve its services.

The increase in respondents who are 'very' or 'fairly' satisfied with aspects of the Trusts' service delivery and who like living in Balkerne Gardens is encouraging, but without a higher survey return rate it is difficult to conclude if this is a general sense of satisfaction amongst tenants, or just that of the respondents. A higher survey return rate would provide a more accurate picture, especially with the new tenant satisfaction calculation methodology that we must now use.

Each year we receive comments which are varied and at times insightful. Unfortunately, there are always some issues, such as parking, that is not possible for the Trust to resolve.

All the actions identified in 2023 have been addressed or are ongoing and as in previous years, the responses received are positive. Each year's survey returns have comments regarding parking, but unfortunately, this issue is not within the gift of the Trust to resolve.

Action Plan

Below is a list of the actions we plan to take considering this year's survey results and the expected time for completion.

	Action to be taken	Completion date	Completed by
1	<i>To ensure that discrimination and anti-social behaviour remain standard agenda items for Tenant Quarterly Meetings throughout the year</i>	Ongoing	SS
2	<i>Improve the return rate of the repair feedback form from tenants, to inform the Trust how it can improve its service.</i>	September	SS/DC
3	<i>Ensure that the Trust complaints policy and process is updated.</i>	August	ML/CC
4	<i>Ensure that the updated Trust complaints policy and process distributed to all tenants, and that Complaints remains a standard agenda item at the Tenant Quarterly Meetings throughout the year.</i>	Ongoing	SS
5	<i>To review comments, identify and implement actionable suggestions.</i>	September	SS
6	<i>Highlight the importance of the annual survey and encourage a higher response rate with tenants.</i>	Ongoing	SS